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ROBINSON BOYCE, AKIBA K

[REDACTED] ART UNIT

[REDACTED] PAPER NUMBER

2163

DATE MAILED: 03/13/2002

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary

| Application No. | Applicant(s) |
|------------------------|--------------|
| 09/464,311 | CHEN ET AL. |
| Examiner | Art Unit |
| Akiba K Robinson-Boyce | 2163 |

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133).
- Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) Responsive to communication(s) filed on 15 December 1999.
- 2a) This action is FINAL. 2b) This action is non-final.
- 3) Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) Claim(s) 1-20 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) Claim(s) _____ is/are allowed.
- 6) Claim(s) 1-20 is/are rejected.
- 7) Claim(s) _____ is/are objected to.
- 8) Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) The specification is objected to by the Examiner.
- 10) The drawing(s) filed on _____ is/are: a) accepted or b) objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
- 11) The proposed drawing correction filed on _____ is: a) approved b) disapproved by the Examiner.
If approved, corrected drawings are required in reply to this Office action.
- 12) The oath or declaration is objected to by the Examiner.

Priority under 35 U.S.C. §§ 119 and 120

- 13) Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) All b) Some * c) None of:
1. Certified copies of the priority documents have been received.
2. Certified copies of the priority documents have been received in Application No. _____.
3. Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).
- * See the attached detailed Office action for a list of the certified copies not received.
- 14) Acknowledgment is made of a claim for domestic priority under 35 U.S.C. § 119(e) (to a provisional application).
a) The translation of the foreign language provisional application has been received.
- 15) Acknowledgment is made of a claim for domestic priority under 35 U.S.C. §§ 120 and/or 121.

Attachment(s)

- 1) Notice of References Cited (PTO-892) 4) Interview Summary (PTO-413) Paper No(s). _____.
2) Notice of Draftsperson's Patent Drawing Review (PTO-948) 5) Notice of Informal Patent Application (PTO-152)
3) Information Disclosure Statement(s) (PTO-1449) Paper No(s) QMS 6) Other: _____

DETAILED ACTION

Oath/Declaration

The oath or declaration is defective. A new oath or declaration in compliance with 37 CFR 1.67(a) identifying this application by application number and filing date is required. See MPEP §§ 602.01 and 602.02.

The oath or declaration is defective because:

It does not identify the mailing or post office address of each inventor. A mailing or post office address is an address at which an inventor customarily receives his or her mail and may be either a home or business address. The mailing or post office address should include the ZIP Code designation. The mailing or post office address may be provided in an application data sheet or a supplemental oath or declaration. See 37 CFR 1.63(c) and 37 CFR 1.76.

Claim Rejections - 35 USC § 103

The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

Claims 1, 5, 6, 11, are rejected under 35 U.S.C. 103(a) as being unpatentable over Anderson, et al (US Patent 5,974,396), and further in view of Geerlings (US Patent 5,956,693).

As per claims 1, 6, 11, Anderson, et al discloses:

Processing circuitry operative to process customer records... (Col. 25, lines 6-8, lines 14-16);

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A profiling engine communicating with the data warehouse... (Col. 25, line 63-Col. 26, line 4);

At least one computer program, performed by the profiling engine, and operative to define behavior profiles as data cubes.../a computer application program implemented on the profiling engine.../and operative to define behavior profiles as patterns.../wherein one multi-level data cube comprises a profile cube.../wherein yet another data cube comprises an updated profile cube... (Col. 25, lines 34-36, Col. 26, lines 12-14, Col. 27, lines 14-15);

Anderson, et al fails to teach the following, however Geerlings discloses:

And derive similarity measures on patterns extracted from the behavior profiles.../wherein similarity measures are defined and computed on the patterns extracted from the behavior profiles.../ Wherein another multi-level data cube comprises a profile-snapshot cube... (Abstract, lines 2-4, lines 8-17).

It would have been obvious to one of ordinary skill in the art to derive similarity measures on patterns extracted from the behavior profiles which were already defined with the motivation of further filtering the chosen group which demonstrated a certain behavior in order to focus more on a specific behavior pattern.

Both Anderson, et al and Geerlings fail to disclose:

Merging together the profile cube and the profile-snapshot cube...

Official notice is taken that it is old and well known in the customer profiling art to merge together the profile cube and the profile-snapshot cube. It would have been obvious to one of ordinary skill in the art to merge together the profile cube and the profile-

snapshot cube with the motivation of focusing more on a specific behavior pattern. In addition, the snapshot of a profile is the same as a profile since it is just a portion of the profile. It would therefore make sense to merge together the profile cube and the profile-snapshot cube since they contain the same information.

As per claim 5, Anderson, et al discloses:

Wherein the behavior profiles are defined at least in part by probability distributions...(Col. 6, lines 36-43, where the examiner is interpreting the probability to be analogous to the statistical data since probability data is statistical).

Claims 2-4, 12-20 are rejected under 35 U.S.C. 103(a) as being unpatentable over Anderson, et al (US Patent 5,974,396), and further in view of Geerlings (US Patent 5,956,693), and further in view of Papierniak, et al (US Patent 6,128,624).

As per claim 12, Anderson, et al discloses:

Wherein the profiling engine is configured to define customer behavior profiles using probability...(Col. 6, lines 36-43, where the examiner is interpreting the probability to be analogous to the statistical data since probability data is statistical).

As per claims 2, 12, both Anderson, et al and Geerlings fail to teach the following, however Papierniak, et al discloses:

Wherein the profiling engine is an OnLine Analytical Processing...(Col. 18, lines 16-18).

It would have been obvious to one of ordinary skill in the art for the profiling engine to be an OnLine Analytical Processing based profiling engine because this type

of tool is the most appropriate for the handling and processing of metadata. This tool is commonly used for a more organized approach for handling masses of data.

As per claims 3, 4, Anderson, et al fails to disclose the following, however Geerlings discloses:

Wherein the profiling engine comprises a commercial data warehouse... (Col. 3, lines 45-46);

Both Anderson, et al and Geerlings fail to teach the following, however Papierniak, et al discloses:

And a multi-dimensional OLAP server.../wherein the profiling engine implements multi-level... (Col. 18, lines 6-18).

It would have been obvious to one of ordinary skill in the art to have both a commercial data warehouse server and a Multi-dimensional OLAP and wherein the profiling engine implements multi-level, multi-dimensional pattern analysis and comparison with the motivation of providing the right tools for processing and handling the metadata.

As per claims 13, 15, Anderson discloses:

...wherein one multi-level data cube comprises a profile cube.../wherein yet another data cube comprises an updated profile cube... (Col. 25, lines 34-36, Col. 26, lines 12-14, Col. 27, lines 14-15).

Anderson, et al, Geerlings and Papierniak, et al all fail to disclose:

Merging together the profile cube and the profile-snapshot cube...

Official notice is taken that it is old and well known in the customer profiling art to merge together the profile cube and the profile-snapshot cube. It would have been obvious to

one of ordinary skill in the art to merge together the profile cube and the profile-snapshot cube with the motivation of focusing more on a specific behavior pattern. In addition, the snapshot of a profile is the same as a profile since it is just a portion of the profile. It would therefore make sense to merge together the profile cube and the profile-snapshot cube since they contain the same information.

As per claim 14, Anderson, et al fails to teach the following, however Geerlings discloses:

Wherein another multi-level data cube comprises a profile-snapshot cube... (Abstract, lines 2-4, lines 8-17).

It would have been obvious to one of ordinary skill in the art for another multi-level data cube to comprise a profile-snapshot cube with the motivation of further filtering the chosen group which demonstrated a certain behavior in order to focus more on a specific behavior pattern.

As per claim 16, Anderson, et al discloses:

Wherein the updated profile cube is stored within a profile table of the data warehouse... (Col. 25, line 63-Col. 26, line 4, Col. 25, lines 34-36, col. 26, lines 12-14, Col. 27, lines 14-15).

As per claim 17, Anderson, et al discloses:

Providing call data in the form of call data records... (Col. 25, lines 52-53);

In combination with generating the profile-snapshot cube, generating a profile cube... (Col. 25, lines 34-36, Col. 26, lines 12-14, Col. 27, lines 14-15).

Updating the profile cube... (Col. 25, line 63-Col. 26, line 4);

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Storing the updated profile cube...(Col. 25, lines 52-53);

Both Anderson, et al and Geerlings fail to disclose the following, however

Papierniak, et al discloses:

Loading the call data records into an OLAP server...(Col. 18, lines 16-18)

It would have been obvious to one of ordinary skill in the art to load the call data records into an OLAP server with the motivation of providing the right tools for processing and handling the metadata.

Generating a profile-snapshot...(Abstract, lines 2-4, lines 8-17).

It would have been obvious to one of ordinary skill in the art to generate a profile-snapshot with the motivation of further filtering the chosen group which demonstrated a certain behavior in order to focus more on a specific behavior pattern.

Anderson, et al, Geerlings and Papierniak, et al all fail to disclose:

merging the profile cube with the profile-snapshot...

Official notice is taken that it is old and well known in the customer profiling art to merge together the profile cube and the profile-snapshot cube. It would have been obvious to one of ordinary skill in the art to merge together the profile cube and the profile-snapshot cube with the motivation of focusing more on a specific behavior pattern. In addition, the snapshot of a profile is the same as a profile since it is just a portion of the profile. It would therefore make sense to merge together the profile cube and the profile-snapshot cube since they contain the same information.

As per claim 18, Anderson, et al discloses:

Wherein the data warehouse comprises profile tables... (Col. 10, lines 31-44).

As per claim 19, Anderson, et al discloses:

Wherein the updated profile cube is subdivided into a plurality of individual calling pattern cubes... (Col. 25, lines 34-36, Col. 26, lines 12-14, Col. 27, lines 14-15).

As per claim 20, Anderson, et al discloses:

Further comprising the step of performing at least one of reporting... (Col. 25, lines 37-42).

Claims 7-10 are rejected under 35 U.S.C. 103(a) as being unpatentable over Anderson, et al (US Patent 5,974,396), and further in view of Geerlings (US Patent 5,956,693), and further in view of Lotvin, et al (US Patent 5,907,831).

As per claims 7, 9, both Anderson, et al and Geerlings fail to disclose the following, however, Lotvin, et al discloses:

Wherein the computer program is further operative to compare thee data cubes... so as to extract fraud detection form the behavior profiles... /wherein the behavior profiles are analyzed to detect caller fraud... (Col. 18, lines 7-14).

It would have been obvious to one of ordinary skill in the art to extract fraud detection from the behavior profiles with the motivation of detecting whether or not the detected behavior is truly valid and therefore resulting in accurate results.

As per claim 8, both Anderson, et al and Geerlings fail to disclose the following, however, Lotvin, et al discloses:

Wherein the customer records comprise customer communication call records, and the behavior profiles are derived from telephone call... (Col. 19, lines 10-19).

It would have been obvious to one of ordinary skill in the art for the customer records to comprise customer communication call records, and the behavior profiles to be derived from telephone call data with the motivation of incorporating commonly utilized communication networks such as telephone networks, thereby determining the behavioral patterns in this type of environment.

As per claim 10, Anderson, et al discloses:

The profiling engine builds and updates customer...behavior profiles by mining the customer...records... (Col. 25, line 63-Col. 26, line 4);

Both Anderson, et al and Lotvin, et al. fail to disclose, however Geerlings discloses:

derives similarity measures on patterns..... (Abstract, lines 2-4, lines 8-17).

It would have been obvious to one of ordinary skill in the art to derive similarity measures on patterns extracted from the behavior profiles which were already defined with the motivation of further filtering the chosen group which demonstrated a certain behavior in order to focus more on a specific behavior pattern.

Both Anderson, et al and Geerlings fail to disclose, however Lotvin, et al. discloses:

Customer records comprise customer call records... (Col. 19, lines 10-19).

It would have been obvious to one of ordinary skill in the art for the customer records to comprise customer call records with the motivation of incorporating

commonly utilized communication networks such as telephone networks, thereby determining the behavioral patterns in this type of environment.

Conclusion

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Akiba K Robinson-Boyce whose telephone number is 703-305-1340. The examiner can normally be reached on Monday-Friday, 8:30 am-5 pm.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Tariq Hafiz can be reached on 703-305-9643. The fax phone numbers for the organization where this application or proceeding is assigned are 703-746-7238 [After final communications, labeled "Box AF"], 703-746-7239 [Official Communications], and 703-746-7150 [Informal/Draft Communications, labeled "PROPOSED" or "DRAFT"].

Any inquiry of a general nature or relating to the status of this application or proceeding should be directed to the receptionist whose telephone number is 703-305-3900.

A.R.B.
A.R.-B.
March 6, 2002

Kyle J. Choi
KYLE J. CHOI
PRIMARY EXAMINER

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